

Records Assistant I

FLSA Status: Non-Exempt

General Definition of Work

The Records Assistant I performs a variety of professional routine and complex duties and tasks unique to the daily function of the police department. The Records Assistant I is responsible for providing general administrative support and managing administrative activities, answering telephone calls, data entry, greeting and answering questions from the public, communicating with other law enforcement and public safety entities, processing mail, record collection fees, and filing and recording information and reports. Works under the general supervision of the Records Manager. The work hours for this position are 7:30 a.m. to 4:00 p.m. Monday through Friday with 1 hour for lunch. Hours are subject to change due to work demands or as needed.

Qualifications

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactorily perform the essential functions of this position. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Assists and greets the public by responding to inquiries about the police department and surrounding communities.
- Position requires opening/unlocking front door at 7:30 a.m. and closing/locking at 4:00 p.m.
- Answers multi-line telephone and directs calls to the appropriate person, office, or mailbox. Returns all voicemails. Handles any emergency calls as quickly and professionally as possible. Contacts dispatch when necessary.
- Collects, receives and records fees associated with assorted services, such as crash reports, gun permits, fingerprinting, etc.
- Calculates and submits collection reports to the Clerk Treasurers Office daily or as needed in NAV Microsoft Dynamics. Assists with monthly bills, invoices, and claim forms in NAV as needed.
- Manages requests through CRM.
- Fingerprints public for various background checks.
- Performs duties associated with office work such as photocopying, scanning, sending and receiving faxes, filing reports and other forms.
- Enters citations, warnings, and tow slips as needed.
- Opens, sorts, and distributes incoming and outgoing mail.
- Manages and responds to the WPDRecords@westfield.in.gov Inbox.
- Disseminates information to the public and processes paperwork or relevant mail/emails as needed to complete various forms and procedures. This includes but is not limited to gun permit applications; accident, case and incident reports; vehicle tow/inventory reports; and property releases.
- Remains up-to-date with all applicable laws and ordinances re: gun permit applications, public access, etc.
- Assists with researching WPD in house system for record information.
- Provides administrative and clerical support to officers when requested.
- Performs background checks for members of the public.
- Process and file dispositions, DCS reports, and warrant emails.
- Maintains documentation and processes security check requests. Contacts residents as needed for follow-up information or to confirm receipt of requests.
- Process monthly IDACS validations.
- Orders and restocks public information flyers in front lobby. Updates and maintains signage in the lobby areas.
- Assists the Chief and Assistant Chief with Administrative duties and responsibilities.
- Ensures office supplies are kept available for entire department. Maintains supplies inventory by checking stock to determine inventory level, anticipating needed supplies, submits order to appropriate personnel; stocks office supplies as needed.

- Ensures operation of office equipment by calling for repairs, or coordinating with IT; evaluating new equipment and techniques as needed.
- Performs notary work for internal and external customers as needed.
- Assist with recruitment of new hires; process all applications; communicates hiring process with potential applicants.
- Performs any other task or duty that may be assigned by appropriate supervisor or personnel.
- Assists the Records Manager with a variety of tasks related to the Records Division, including but not limited processing and distributing paperwork for the Prosecutor's office, coordinating discovery information, and performing certain duties of the other Records Division staff in their absence.

Knowledge, Skills and Abilities

- Thorough level of knowledge of all in-house records management systems and any additional software used in the course of the job
- Excellent grammatical, and oral and written communication skills
- Thorough knowledge of clerical and office skills
- Thorough knowledge of WPD office administration procedures
- Ability to use a multi-line phone system.
- Ability to work with minimum supervision
- Ability to communicate effectively and professionally with the public, government officials, and co-workers.
- Public Notary
- Knowledge of criminal justice system
- Thorough knowledge of current Microsoft Office software including Excel, Word, Access and PowerPoint applications
- Essential functions are regularly performed without exposure to adverse environmental conditions; exposure to details of violent and sexual crime may create emotional stress.

Education and Experience

College degree in related field or relevant work experience is preferred. Must be very knowledgeable with computers, including related software.

Physical Requirements and Working Conditions

Duties require sufficient mobility to work in a typical office setting and use standard office equipment, including a computer; sustained posture in a seated position for prolonged periods of time; frequent stooping, twisting, bending, kneeling, and reaching; vision to read printed materials and hearing and speech to communicate in person or over the telephone. May encounter angry and hostile subjects on the telephone and at the reception window.

Special Requirements

- Excellent verbal communication skills
- Able to handle stressful situations
- Pass a detailed background investigation
- Valid driver's license in the State of Indiana